

Lenel NVR Events are not displayed in Alarm Monitoring

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Symptom

Lenel NVR events do not display in Alarm Monitoring. This can be caused by a discrepancy of EventID values found in the LNR.ini file located on the recorder.

Note: On Server 2008/Windows7 workstations, the path is C:\ProgramData\Lenel\LNVSuite. For Server2003/Windows XP, the path is C:\Documents and Settings\All Users\ApplicationData\Lenel.

To diagnose this symptom:

1. Open the LNR.ini file in the LNVSuite directory.
2. Look for ReadEventID and AssignEventID values.
3. If those two values are different with a significant gap, then you have identified the problem.

AssignEventID is the last ID we stored in the internal database of the last event. ReadEventID is the last event the Communications Server could read. The typical error scenario (shown below) has ReadEventID value greater than AssignEventID because if the Communication Server thinks it read all events until ID 4656, it does them again. However, the LNVR event count is still at 3094 in the example below. Eventually when the AssignEventID catches up to the ReadEventID, the events will start coming in. But if you need to fix the issue, see the steps below.

[Config]

```
CapSvcAccessControl=3
UseAnonymousDCOM=1
CapSvcConfigLen=52
CapSvcConfig=0B0200000266000002660000590870F51182CFB5E31C0BBB76E814309EACB7AAE740302CF9C79783903AE1F3039
PollingTimeout=8000
AssignEventID=3094
ReadEventID=4656
FileSerialNum=1234416
CapSvcPurgeEvents=3F796C84EDCACE012E
```

Resolution

1. Stop all the LNVR services. Make sure they are not running by opening the Service Manager or Task Manager.
2. Open the LNR.ini file in LNVSuite directory.
3. Modify the ReadEventID and/or AssignEventID to be the same number based on whether or not you need the events in the history. If you zero these values out, you will be flooded with a lot of alarms (equal to ReadEventID) in Alarm Monitoring.
4. Save and close the file.
5. Start the LNVR services.

Note: Regarding Step 3, setting both values to 0 will result in every event stored in the LNREvents database being sent to Alarm Monitoring. If you set both values to what is already the value for AssignEventID, you will get all the events that were logged but not sent to Alarm Monitoring. If you set each value equal to the value of the ReadEventID, it will bypass the events not yet sent to Alarm Monitoring, basically giving the recorder a fresh start.

Applies To

LNVR (all versions)

Additional Information
